

## CLAIMS

I claim:

1    1.    A workforce planning system, the system comprising:  
2        logic configured to obtain from a communication switch, a first call-history  
3        statistic of a first period of time;  
4        logic configured to obtain from a call center, a first work-history statistic of  
5        the first period of time;  
6        logic configured to process at least one of the first call-history statistic and the  
7        first work-history statistic; and  
8        logic configured to generate a performance report comprising a first past  
9        performance statistic.

1    2.    The system of claim 1, wherein the first call-history statistic comprises a total  
2        number of calls routed by the communication switch to the call center over the first  
3        period of time.

1    3.    The system of claim 1, wherein the first call-history statistic comprises a total  
2        number of a first type of calls routed by the communication switch to the call center  
3        over the first period of time.

1    4.    The system of claim 1, wherein the first work-history statistic comprises an  
2        actual work time of the call center over the first period of time, and the first past  
3        performance statistic is a first workforce occupancy.

1    5.    The system of claim 1, further comprising:  
2        logic configured to provide a first work-planning input;  
3        logic configured to process the first work-planning input together with the first  
4        report; and  
5        logic configured to generate a forecast report comprising a first predictive  
6        workforce statistic.

1    6.    The system of claim 5, wherein the first work-planning input comprises at  
2    least one of a first number of operators over a first forecast period, a change in call  
3    volume over the first forecast period, an attendance statistic of the first number of  
4    operators over the first forecast period, and a performance statistic of the first number  
5    of operators over the first forecast period.

1    7.    The system of claim 5, wherein the first predictive workforce statistic  
2    comprises at least one of an actual work time of a first number of operators over a  
3    first forecast period, an occupancy of the first number of operators over the first  
4    forecast period, and a forecast of a number of operators required for call handling  
5    during the first forecast period.

1    8.    The system of claim 5, wherein the performance report provides the first  
2    work-planning input.

1    9.    The system of claim 5, wherein the first work-planning input comprises a first  
2    number of operators during a first forecast period and a second number of operators  
3    during a second forecast period.

1    10.   The system of claim 9, wherein the performance report provides the work-  
2    planning input.

1    11.   The system of claim 5, wherein the first work-planning input comprises a first  
2    number of operators having a first level of performance during a first forecast period  
3    and a second level of performance during a second forecast period.

1    12.   The system of claim 11, wherein the performance report provides the work-  
2    planning input.

1    13.   A method of workforce planning in a workforce management system, the  
2    method comprising:  
3         obtaining from a communication switch, a first call-history statistic of a first  
4    period of time;

5           obtaining from a call center, a first work-history statistic of the first period of  
6       time;

7           processing at least one of the first call-history statistic and the first work-  
8       history statistic; and

9           generating a performance report comprising a first past performance statistic.

1     14.   The method of claim 13, wherein the first call-history statistic comprises a  
2       total number of calls routed by the communication switch to the call center over the  
3       first period of time.

1     15.   The method of claim 13, wherein the first call-history statistic comprises a  
2       total number of a first type of calls routed by the communication switch to the call  
3       center over the first period of time.

1     16.   The method of claim 13, wherein the first work-history statistic comprises an  
2       actual work time of the call center over the first period of time, and the first past  
3       performance statistic is a first workforce occupancy.

1     17.   The method of claim 13, further comprising:

2           providing a first work-planning input;

3           processing the first work-planning input together with the first report; and

4           generating a forecast report comprising a first predictive workforce statistic.

1     18.   The method of claim 17, wherein the first work-planning input comprises at  
2       least one of a first number of operators over a first forecast period, a change in call  
3       volume over the first forecast period, an attendance statistic of the first number of  
4       operators over the first forecast period, and a performance statistic of the first number  
5       of operators over the first forecast period.

1     19.   The method of claim 17, wherein the first predictive workforce statistic  
2       comprises at least one of an actual work time of a first number of operators over a  
3       first forecast period, an occupancy of the first number of operators over the first  
4       forecast period, and a forecast of a number of operators required for call handling  
5       during the first forecast period.

1    20.    The method of claim 17, wherein the performance report provides the first  
2    work-planning input.

1    21.    The method of claim 17, wherein the first work-planning input comprises a  
2    first number of operators during a first forecast period and a second number of  
3    operators during a second forecast period .

1    22.    The method of claim 21, wherein the performance report provides the work-  
2    planning input.

1    23.    The method of claim 17, wherein the first work-planning input comprises a  
2    first number of operators having a first level of performance during a first forecast  
3    period and a second level of performance during a second forecast period.

1    24.    The method of claim 23, wherein the performance report provides the work-  
2    planning input.

1    25.    A workforce planning system stored on a computer-readable medium, the  
2    system comprising:  
3         computer-readable code that obtains from a communication switch, a first call-  
4         history statistic of a first period of time;  
5         computer-readable code that obtains from a call center, a first work-history  
6         statistic of the first period of time;  
7         computer-readable code that processes at least one of the first call-history  
8         statistic and the first work-history statistic; and  
9         computer-readable code that generates a performance report comprising a first  
10      past performance statistic.

1    26.    The system of claim 25, wherein the first call-history statistic comprises a total  
2    number of calls routed by the communication switch to the call center over the first  
3    period of time.

- 1    27.    The system of claim 25, wherein the first call-history statistic comprises a total
- 2    number of a first type of calls routed by the communication switch to the call center
- 3    over the first period of time.
  
- 1    28.    The system of claim 25, wherein the first work-history statistic comprises an actual work time of the call center over the first period of time, and the first past performance statistic is a first workforce occupancy.
  
- 1    29.    The system of claim 25, further comprising:
  - 2    computer-readable code that provides a first work-planning input;
  - 3    computer-readable code that processes the first work-planning input together
  - 4    with the first report; and
  - 5    computer-readable code that generates a forecast report comprising a first predictive
  - 6    workforce statistic.
  
- 1    30.    The system of claim 29, wherein the first work-planning input comprises at least one of a first number of operators over a first forecast period, a change in call volume over the first forecast period, an attendance statistic of the first number of operators over the first forecast period, and a performance statistic of the first number of operators over the first forecast period.
  
- 1    31.    The system of claim 29, wherein the first predictive workforce statistic comprises at least one of an actual work time of a first number of operators over a first forecast period, an occupancy of the first number of operators over the first forecast period, and a forecast of a number of operators required for call handling during the first forecast period.
  
- 1    32.    The system of claim 29, wherein the performance report provides the first work-planning input.
  
- 1    33.    The system of claim 29, wherein the first work-planning input comprises a first number of operators during a first forecast period and a second number of operators during a second forecast period .

1    34.    The system of claim 33, wherein the performance report provides the work-  
2    planning input.

1    35.    The system of claim 29, wherein the first work-planning input comprises a  
2    first number of operators having a first level of performance during a first forecast  
3    period and a second level of performance during a second forecast period.

1    36.    The system of claim 35, wherein the performance report provides the work-  
2    planning input.